

## CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: June 20, 2022

### Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module	
CA Commitment Accounting	8	
Configuration	1	
ELM	15	
HR Human Resources	Acceptance Testing	1
	Acceptance Testing – Agency	9
	Assessment	4
	Assigned	143
	Awaiting Customer	35
	Build/Unit Test	1
	In Work	14
	Release Assignment	3
	System Test	1
	Vendor Assessment	19
	Total	230
Interfaces	5	
Learn	2	
None	Assigned	1
	Awaiting Customer	2
	Total	3
Not Applicable	4	
PeopleTools	1	
Performance Mgmt	27	
POS Position Control	3	
PY Payroll	60	
Recruiting	48	
Reports	15	
Security	35	
TL Time and Labor	208	
Grand Total	665	

### Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Status	Count of Module
Acceptance Testing	1
Acceptance Testing-Agency	22
Acceptance Testing-Statewide	3
Assessment	11
Assigned	361
Awaiting Customer	132
Build/Unit Test	4
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	12
In Development	1
In Work	59
Pending Prod Approval	5
Release Assignment	13
System Test	5
Vendor Assessment	34
<b>Grand Total</b>	<b>665</b>

### Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module
ELM	1
HR Human Resources	12
Performance Mgmt	2
PY Payroll	7
Reports	3
Security	13
TL Time and Labor	3

### Totals

Priority	Module Count
High	41
Medium	260
Low	364
<b>Grand Total</b>	<b>665</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Status	Count of Status
Acceptance Testing-Agency	1
Assigned	19
Awaiting Customer	3
Build/Unit Test	1
In Work	12
Release Assignment	2
System Test	1
Vendor Assessment	2
<b>Grand Total</b>	<b>41</b>

### All SRs by Status

(Includes Closed, Completed after 05/01/22.)

Status	Count of Status
Acceptance Testing	1
Acceptance Testing-Agency	22
Acceptance Testing-Statewide	3
Assessment	11
Assigned	361
Awaiting Customer	132
Build/Unit Test	4
Closed	30
Completed	703
Governance	6
Hold	5
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	12
In Development	1
In Work	59
Pending Prod Approval	5
Release Assignment	13
System Test	5
Vendor Assessment	34
<b>Grand Total</b>	<b>1409</b>

## HR/Payroll Trend Report – Service Requests

May 2021 – May 2022

Status	May 2021	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May 2022	Totals
OPENED	599	1046	723	785	874	737	710	598	754	612	746	665	767	9616
CLOSED	674	941	746	784	953	742	625	626	699	703	784	689	733	9699

